



ADOA - ASET

Arizona Strategic Enterprise Technology

Project Investment Justification

Version 01.01

A Statewide Standard Document for Information Technology Projects

Project Title:

Tablets for OIG

Agency Name:	AHCCCS
Date:	March 17, 2015
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I. Management Summary*

The AHCCCS Office of the Inspector General (OIG) is the office charged with the responsibility for conducting criminal investigations and investigative audits for all AHCCCS programs involving state and/or federal tax dollars. This office is also responsible for overseeing provider enrollment functions. Much of the process is paper-intensive.

This project minimizes the use of paper by converting the OIG administrative and investigative processes to an online process through the use of tablets. The new process was developed and modeled with a diverse group representing the OIG functions. It will now be expanded and implemented throughout the Office.

II. Project Investment Justification (PIJ) Type*

Yes No Is this document being provided for a Pre-PIJ / Assessment phase?

If Yes,

Identify any cost to be incurred during the Assessment phase.	\$
Based on research done to date, provide a high-level estimate or range of development costs anticipated for the full PIJ.	\$

Explain:

[Click here to enter text.](#)

Yes No Will a Request for Proposal (RFP) be issued as part of the Pre-PIJ or PIJ?

III. Business Case

A. **Business Problem***

Currently, much of the investigative process from a member, provider and administrative perspective is a manual "paper" process. The current process is cumbersome and requires investigators and other staff to carry paper files to site visits, as well as create handwritten notes, which slow many processes of ultimately arriving at a final written case report or other documents.

Recently, we conducted a pilot where we downloaded the case file forms onto tablets which investigators took to their site visits. Instead of creating handwritten notes, they entered the information directly into the forms on the tables during the visit. They even gathered signatures on their tablet. When the investigators returned to the office, they were able to upload their completed forms.

Knowing that it works as planned, we want to expand the pilot to the entire department.

B. **Proposed Business Solution***

AHCCCS proposes to integrate 46 additional personal tablets into the investigative and administrative processes, which will allow the investigators and other staff to carry electronic files downloaded from a shared drive, enter notes and obtain electronic

signatures directly onto case forms, as well as streamline many other processes, ending with the creation of a final written case report or other administrative documents, all while minimizing the need for paper files.

C. Quantified Benefits*

- Service enhancement
- Increased revenue
- Cost reduction
- Problem avoidance
- Risk avoidance

Explain:

The use of tablets regarding the investigative and administrative processes will enhance and streamline the investigative and other processes as well as reduce unnecessary paper files, and the costs associated with paper files. Additionally, the use of tablets will potentially create a more error free investigative and administrative environment.

IV. Technology Approach

A. Proposed Technology Solution*

The following items will be added when integrating the tablets into the investigative process:

- 46 Microsoft Surface Pro 3 Tablets
- 46 Microsoft Surface Pro Type Keyboards
- 46 Targus Folio Leather Flip Covers

B. Technology Environment

The 46 new tablets will be added to the already procured 15 tablets, and integrated into the investigative, as well as administrative processes. The tablets will be connected to the network via VPN in order to download and upload information. The tablets will use Citrix and the standard Microsoft tools including Microsoft BitLocker for encryption.

C. Selection Process

The 46 new tablets which will be added to the previously procured 15 tablets were selected based on anticipated need as well as specific functionality. A State-approved vendor will be used.

V. Project Approach

A. Project Schedule*

Project Start Date: 5/1/2015 Project End Date: 10/31/2015

B. Project Milestones

Major Milestones	Start Date	Finish Date
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Hardware Acquisition	5/1/2015	5/31/2015
Hardware Implementation	6/1/2015	8/31/2015
Training and Rollout	7/1/2015	10/31/2015

VI. Roles and Responsibilities

A. *Project Roles and Responsibilities*

The pilot developed the process and created the set of forms to be used for the department. No application development is being considered. The remaining investigators and other staff will be trained on the use of the tablets and will begin using them in their daily work assignments.

Network Engineer – configure tablets, test, and conduct training

Business Analyst –coordinate the rollout, training, and distribution of tablets, and refine forms and process as needed

B. *Project Manager Certification*

- Project Management Professional (PMP) Certified
 State of Arizona Certified
 Project Management Certification not required

C. *Full-Time Employee (FTE) Project Hours*

Total Full-Time Employee Hours	1000
Total Full-Time Employee Cost	\$100,000

VII. Risk Matrix, Areas of Impact, Itemized List, PIJ Financials

VIII. Project Approvals

A. Agency CIO Review*

Key Management Information	Yes	No
1. Is this project for a mission-critical application system?		X
2. Is this project referenced in your agency's Strategic IT Plan?		X
3. Is this project in compliance with all agency and State standards and policies for network, security, platform, software/application, and/or data/information as defined in http://aset.azdoa.gov/security/policies-standards-and-procedures , and applicable to this project? If NO , explain in detail in the "XI. Additional Information" section below.	X	
4. Will this project transmit, store, or process sensitive, confidential or Personally Identifiable Information (PII) data? If YES , in the "XI. Additional Information" section below, describe what security controls are being put in place to protect the data.	X	
5. Is this project in compliance with the Arizona Revised Statutes (A.R.S.) and GRRC rules?	X	
6. Is this project in compliance with the statewide policy regarding the accessibility to equipment and information technology for citizens with disabilities?	X	

B. Project Values*

The following table should be populated with summary information from other sections of the PIJ.

Description	Section	Number or Cost
Assessment Cost (if applicable for Pre-PIJ)	II. PIJ Type - Pre-PIJ Assessment Cost	\$0
Total Development Cost	VII. PIJ Financials tab	\$54,202.90
Total Project Cost	VII. PIJ Financials tab	\$54,202.90
FTE Hours	VI. Roles and Responsibilities	1000

C. Agency Approvals*

Contact	Printed Name	Signature	Email and Phone
Project Manager:	Kimberly Fithen		
Agency Information Security Officer:	Jim Wang		
Agency CIO (acting):	Dan Lippert		
Project Sponsor:	Sharon Ormsby		
Agency Director:	Tom Betlach		

IX. Optional Attachments

A. *Vendor Quotes*

X. Glossary

XI. Additional Information

Links:

[ADOA-ASET Website](#)

[ADOA-ASET Project Investment Justification Information Templates and Contacts](#)

Email Addresses:

[Strategic Oversight](#)

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